



Southern Lakes Business Response Group - COVID-19 – Update 19 –28/04/2020 – 6:00PM

*Here's the latest update from the **Southern Lakes Business Response & Recovery team***

As of 11.59pm last night, New Zealand moved into Alert Level 3. For many of us things won't change much as we are encouraged to work and study from home if we can. For some businesses though, this means back to work for the first time in 33 days.

This is a great opportunity for those businesses that can operate, to start to bring in revenue again and get their team back to work too. Both Destination Queenstown and Lake Wanaka Tourism have launched local campaigns to encourage people to spend and stay local.

Check out DQ's xxx

Check out the LoveWanaka campaign, in conjunction with Ignite Wanaka, here www.wanaka.co.nz, The campaign launches this Friday 1 May and is open to B2C and B2B businesses.

We will be in Alert Level 3 for two weeks before Cabinet makes further decisions on May 11, and the message for Level 3 is stay in your bubble, stay home as much as you can, keep it as local as you can.

For the first time in history, ANZAC Day commemorations were observed across the country under lockdown. On April 25, New Zealanders flocked to the end of driveways, stood on balconies and at farm gates to 'Stand at Dawn' to mark the day and remember the sacrifices made by many. Lest we forget.

Stay safe, stay well, Kia Kaha. Collectively we are doing really well and to beat this, we need to continue to act safely while in Level 3.

The next group update will be **next Tuesday 5 May or later this week if there are any big business announcements we feel you need to know. All other updates in between will be posted online here at the [local COVID-19 page](#) and the Government [page here](#).**

What's New

- The Leave Support Scheme is now available to all businesses, organisations, and self-employed people that are at higher risk from COVID-19, not just essential workers. This change will be effective from 1 May.
- Under Alert Level 3, there are restrictions in place to keep workers safe and for interacting with customers.
- Businesses must self-assess their ability to meet those rules and to operate safely, just as they would normally to meet their duties under the Health and Safety at Work Act. Government agencies will not make these decisions for businesses.
- The Business.govt.nz website has more information about what you can and can't do under Alert Level 3 as a business.

- The WorkSafe website has general and sector specific guidance that will help businesses determine how they can operate safely. As a part of this, businesses are required to complete a [COVID-19 Work Safe Plan](#) which has had staff input and is shared with staff.
- If a business is unable to operate in accordance with the guidance, it should not open.
- If businesses have further questions, they can call their industry body or WorkSafe for advice.
- People can now use an online form to report concerns about potential price gouging on essential goods and services at <https://pricewatch.consumerprotection.govt.nz/>.

Welfare

Reminders

Level 3 status details outlined below and further details are available at:
<https://covid19.govt.nz/alert-system/alert-level-3>

- People are still instructed to stay home unless for essential personal movement. Essential personal movement is for activities such as accessing local services and businesses, recreation or work and school.
- Staying in extended bubbles of not more than two households.
- Workplaces must operate safely – keeping one metre between workers, recording who is working together, limiting interaction between groups of workers, disinfecting surfaces, and maintaining high hygiene standards.

Alert Level 3 carries forward many of the restrictions in place at Level 4, but permits aspects of the economy to reopen in a safe way that will allow the economic recovery to begin.

At Alert Level 3, everyone must still work from home unless that is not possible. Workplaces can be reopened if the work cannot be done from home, for example forest harvesting, wood processing and construction, and the workplace can operate consistently with public health guidance. However, there cannot be contact with the public. For example, retail needs to be by contactless purchase and delivery, including drive-through and click and collect.

Retail storefronts, including hospitality businesses, cannot open to customers (except supermarkets, dairies and petrol stations).

The information below provides guidance to help you navigate these extraordinary times.

Your responsibilities as an essential service

If you are providing essential goods and services, you must:

1. minimise, or eliminate if possible, physical interactions amongst staff and with and between customers,
2. ensure appropriate health, hygiene and safety measures are in place,
3. restrict activity to only what is essential during the Alert Level 4 period.

It is for a business to decide how to best do this. We would expect practices to include the likes of:

- a) Working from home as far as possible.
- b) Limiting, or eliminating if possible, physical interaction between staff e.g. through physical distancing, split shifts, staggered meal breaks, and flexible working arrangements.

- c) Limiting, or eliminating if possible, physical interaction with and between customers e.g. through online or phone orders, contactless delivery, or managed entry (while also avoiding crowding outside) and physical distancing both inside and outside the premises.
- d) Hygiene basics of hand washing and sanitisers.
- e) Frequent cleaning of premises, especially counters and eftpos terminals, and other high-touch surfaces (cleaning advice is available on the Ministry of Health website).
- f) Protective equipment for staff as appropriate.

Physical distancing needs to be maintained even if you are an essential service

If you are considered an essential service, you need to adhere to the restrictions while providing that service. This means measures such as appropriate hygiene needs to be maintained at all times, as well as appropriate distancing.

For example:

- contactless room delivery of food and beverage for inhouse guests will be required to ensure they leave a good space by leaving the food at the door without interaction
- contactless food and beverage pick-up for external guest should follow the Alert Level 3 – Hospitality Guidelines

In all situations, be clear with your customers about your procedures and why they are in place.

The Government has released the Golden Rules for businesses. Visit [this link](#) on the Covid19 website for more information. Businesses should carefully consider how to safely operate at each alert level based on their individual circumstances. WorkSafe has created [guidance about safe working during this pandemic](#).

COVID-19 business resilience resources

Resilient Organisations have put together some useful resources to help organisations navigate through the impacts of the Covid-19 coronavirus pandemic.

<https://www.resorgs.org.nz/covid-19-business-resilience-resources/>

Repatriation Flight to Brazil

The Brazilian Embassy was authorized to hire a flight from Latam to repatriate retained Brazilians in New Zealand and will depart from Auckland International Airport on May

If you have registered, you will soon receive an email from the Embassy asking you to confirm your interest in boarding the flight. We ask you to respond to confirm your interest as soon as possible to secure your seat.

Each passenger will be responsible for being at the place of departure at least 4 hours before the time of the necessary travel documents. It is the responsibility of each passenger and travel expenses, as well as to comply with New Zealand health standards. For information on internal displacement in NZ: <https://www.transport.govt.nz/about/covid-19/transport-and-travel-by-alert-level/>

For more information head to the Brazilian Embassy FB page [here](#)

Webinars

Hospitality industry - The Restaurant Association is holding weekly webinars for members and non-members on topics including restructuring, social media marketing, food costing and more. [Click here for all training and webinars](#)

General business and economic

Not for Profit workshops

Minute writing for Not for Profit meetings with Michelle Barron and Jeanette Corson, Otago Polytechnic - Wednesday 6 May, 9:00am - 12:00pm

In this not for profit workshop you will learn how to take minutes in an efficient and effective manner. This course is for anyone who is responsible for producing minutes, or recording decisions at any formal, informal, large or small Not for Profit meeting.

Delivery: Via Zoom - details and link will be provided. [Click here for more information and to register.](#)

Meeting Procedures with Andrew Hamilton - Thursday 7 May, 9:00am - 12:00pm

Being an office bearer of any not for profit organisation requires skills for planning and to deliver a coordinated meeting. It is a team effort, each of the officers from the chairperson, secretary, treasurer and perhaps committee spokespersons need to know what is expected of them.

Delivery: Via Zoom - details and link will be provided. [Click here for more info and to register.](#)

Accounting for Non Accountants with Andrew Hamilton - Thursday 21 May, 9:00am - 12:30pm

This engaging course will provide a better understanding of Financial Tools and Terminology

Delivery: Via Zoom - details and link will be provided. [Click here for more info and to register.](#)

FAQs

Business FAQs on COVID-19 - How do I apply for the subsidy, what does it mean for my business, the economy, my staff etc. [BDO has set up a great resource here.](#)

General FAQs on COVID-19 - What it is, what self-isolation and level 4 means etc. [Click here for the COVID-19 website.](#)

Local FAQs on COVID-19 - What services are available, how can I get help etc. [Click here for local Council information.](#)

Local Business FAQs- Up-to-date [local information for businesses here.](#)

We are here to help, so if you have any concerns, or are not getting the support you need, from the resources, please contact anyone below.

Destination Queenstown – Ann Lockhart – CEO – annl@queenstownNZ.nz

Queenstown Chamber – Anna Mickell – CEO – ceo@queenstownchamber.org.nz

Lake Wanaka Tourism – James Helmore – GM – james@wanaka.co.nz

Ignite Wanaka Chamber – Naomi Lindsay – Executive Officer – naomi@ignitewanaka.co.nz

QLDC Economic Development – Peter Harris – Economic Development Manager
peter.harris@qldc.govt.nz

Regional Business Partners – Tara Druce – Business Advisor – tara@otagorbp.co.nz